



RECEIPT

**FILE COPY**

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application of:  
Mark J. Holden et al

Serial No.: 09/735,427

卷之三

Group Art Unit: 2152

Filed: December 12, 2000

8

Examiner: Marcus Kirk

**For:** SYSTEM AND METHOD FOR  
DYNAMIC QUEING IN AN  
AUTOMATIC CALL DISTRIBUTOR

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**REQUEST TO CORRECT FILING RECEIPT**

Commissioner for Patents  
Washington, D.C. 20231  
Attention: Initial Patent Examination  
Customer Service Center

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JUL 06 2001  
Technology Center 2100

Dear Sir:

Attached is a copy of the official filing receipt received from the U.S. Patent and Trademark Office in the above-identified patent application in which issuance of a corrected filing receipt is respectfully requested.

There is an error in the Continuing Data as Claimed by Applicant. It should read "THIS APPLN CLAIMS BENEFIT OF 60/174,199 12/31/1999." Attached is a copy of the transmittal for the above-identified application as originally filed, including the correct filing date of the provisional application upon which benefit is being claimed.

The correction is not due to any error by applicant and therefore no fee is due.

Respectfully submitted,

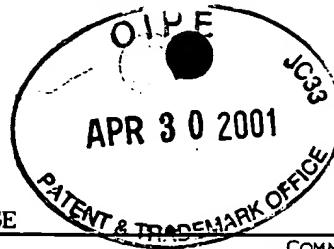
*Michael J. Balconi-Lamica*  
Michael J. Balconi-Lamica  
Registration No. 34,291

Date: April 20, 20  
HAYNES AND BOONE, L.L.P.  
901 Main Street, Suite 3100  
Dallas, Texas 75702-3789  
Telephone: 214/651-5634  
File: 22171.177.02  
a-0112553.01

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231  
on 4/26/01  
Dolly Milleson



## UNITED STATES PATENT AND TRADEMARK OFFICE



COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
www.uspto.gov

APPLICATION NUMBER	FILING DATE	GRP ART UNIT	FIL FEE REC'D	ATTY.DOCKET.NO	DRAWINGS	TOT CLAIMS	IND CLAIMS
09/735,427	12/12/2000	2152	1130	11433RRUS01U/22171.177	3	30	6

22171.177.02

CONFIRMATION NO. 5622

**R E C E I V E D**

FEB 12 2001

HAYNES &amp; BOONE

FILING RECEIPT



\*OC000000005737266\*

Date Mailed: 02/06/2001

David L. McCombs  
Haynes and Boone, LLP  
901 Main Street, Suite 3100  
Dallas, TX 75202-3789

Receipt is acknowledged of this nonprovisional Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Customer Service Center. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the PTO processes the reply to the Notice, the PTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

## Applicant(s)

Mark J. Holden, Allen, TX;  
Scott L. Orton, Allen, TX;

## Continuing Data as Claimed by Applicant

THIS APPLN CLAIMS BENEFIT OF 60/174,199 01/03/2000.\*

(\*) Data inconsistent with PTO records.

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## Foreign Applications

If Required, Foreign Filing License Granted 02/05/2001

Projected Publication Date: Request for Non-Publication Acknowledged

Non-Publication Request: Yes

Early Publication Request: No

CODE	DATE	ACTION
ASA	6.12.01	AWAITING RECORDS ASSIGNMENT
AOA	12.12.02	AWAITING OFFICE ACTION

Title

System and method for dynamic queuing in an automatic call distributor

TR 2/15/01

Preliminary Class

709

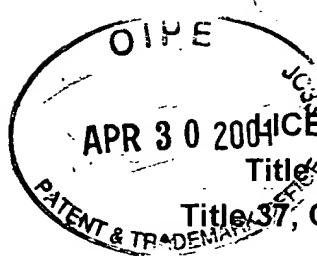
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Data entry by : MILANI, JALEH

Team : OIPE

Date: 02/06/2001





**LICENSE FOR FOREIGN FILING UNDER  
Title 35, United States Code, Section 184  
Title 37, Code of Federal Regulations, 5.11 & 5.15**

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The applicant has been granted a license under 35 U.S.C. 184, if the phrase "IF REQUIRED, FOREIGN FILING LICENSE GRANTED" followed by a date appears on this form. Such licenses are issued in all applications where the conditions for issuance of a license have been met, regardless of whether or not a license may be required as set forth in 37 CFR 5.15. The scope and limitations of this license are set forth in 37 CFR 5.15(a) unless an earlier license has been issued under 37 CFR 5.15(b). The license is subject to revocation upon written notification. The date indicated is the effective date of the license, unless an earlier license of similar scope has been granted under 37 CFR 5.13 or 5.14.

This license is to be retained by the licensee and may be used at any time on or after the effective date thereof unless it is revoked. This license is automatically transferred to any related applications(s) filed under 36 CFR 1.53(d). This license is not retroactive.

The grant of a license does not in any way lessen the responsibility of a licensee for the security of the subject matter as imposed by any Government contract or the provisions of existing laws relating to espionage and the national security or the export of technical data. Licensees should apprise themselves of current regulations especially with respect to certain countries, of other agencies, particularly the Office of Defense Trade Controls, Department of State (with respect to Arms, Munitions and Implements of War (22 CFR 121-128); the Office of Export Administration, Department of Commerce (15 CFR 370.10 (j)); the Office of Foreign Assets Control, Department of Treasury (31 CFR Parts 500+) and the Department of Energy.

**NOT GRANTED**

No license under 35 U.S.C. 184 has been granted at this time, if the phrase "IF REQUIRED, FOREIGN FILING LICENSE GRANTED" DOES NOT appear on this form. Applicant may still petition for a license under 37 CFR 5.12, if a license is desired before the expiration of 6 months from the filing date of the application. If 6 months has lapsed from the filing date of this application and the licensee has not received any indication of a secrecy order under 35 U.S.C. 181, the licensee may foreign file the application pursuant to 37 CFR 5.15 (b).

**PLEASE NOTE the following information about the Filing Receipt:**

- The articles such as "a," "an" and "the" are not included as the first words in the title of an application. They are considered to be unnecessary to the understanding of the title.
- The words "new," "improved," "improvements in" or "relating to" are not included as first words in the title of an application because a patent application, by nature, is a new idea or improvement.
- The title may be truncated if it consists of more than 600 characters (letters and spaces combined).
- The docket number allows a maximum of 25 characters.
- If your application was submitted under 37 CFR 1.10, your filing date should be the "date in" found on the Express Mail label. If there is a discrepancy, you should submit a request for a corrected Filing Receipt along with a copy of the Express Mail label showing the "date in."
- The title is recorded in sentence case.

Any corrections that may need to be done to your Filing Receipt should be directed to:

Assistant Commissioner for Patents  
Office of Initial Patent Examination  
Customer Service Center  
Washington, DC 20231

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## UNITED STATES PATENT AND TRADEMARK OFFICE

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 WASHINGTON, D.C. 20231  
[www.uspto.gov](http://www.uspto.gov)



CONFIRMATION NO. 5622

Bib Data Sheet

SERIAL NUMBER 09/735,427	FILING DATE 12/12/2000 RULE	CLASS	GROUP ART UNIT 2153	ATTORNEY DOCKET NO. 11433RRUS01U/22171.177
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**APPLICANTS**

Mark J. Holden, Allen, TX;  
 Scott L. Orton, Allen, TX;

**\*\* CONTINUING DATA \*\*\*\*\***

THIS APPLN CLAIMS BENEFIT OF 60/174,199 01/03/2000 \*

(\*) Data inconsistent with PTO records.

**\*\* FOREIGN APPLICATIONS \*\*\*\*\*****IF REQUIRED, FOREIGN FILING LICENSE  
GRANTED \*\* 02/05/2001**

Foreign Priority claimed	<input type="checkbox"/> yes <input type="checkbox"/> no	STATE OR COUNTRY	SHEETS DRAWING	TOTAL CLAIMS	INDEPENDENT CLAIMS
35 USC 119 (a-d) conditions met	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance	TX	3	30	6
Verified and Acknowledged	Examiner's Signature _____ Initials _____				

**ADDRESS**

David L. McCombs  
 Haynes and Boone, LLP  
 901 Main Street, Suite 3100  
 Dallas ,TX 75202-3789

**TITLE**

System and method for dynamic queuing in an automatic call distributor

FILING FEE RECEIVED 1130	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees
		<input type="checkbox"/> 1.16 Fees ( Filing )
		<input type="checkbox"/> 1.17 Fees ( Processing Ext. of time )
		<input type="checkbox"/> 1.18 Fees ( Issue )
		<input type="checkbox"/> Other _____
		<input type="checkbox"/> Credit

APR 30 2001

SC33

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UTILITY		Attorney Docket No.   11433RRUS01U/22171.177
PATENT APPLICATION & TRADEMARK TRANSMITTAL		First Named Inventor or Application Identifier Mark J. Holden
(Only for new nonprovisional applications under 37 CFR 1.53(b))		Express Mail Label No.   EL455942910US
APPLICATION ELEMENTS See MPEP chapter 600 concerning utility patent application contents.		
ADDRESS TO: Commissioner for Patents Box Patent Application Washington, DC 20231		

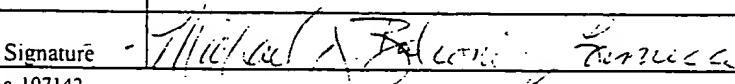
1.  Fee Transmittal Form  
*(Submit an original, and a duplicate for fee processing)*
2.  Specification [Total Pages 28]  
*(preferred arrangement set forth below)*  
 - Descriptive title of the Invention  
 - Cross References to Related Applications  
 - Statement Regarding Fed sponsored R & D  
 - Reference to Microfiche Appendix  
 - Background of the Invention  
 - Brief Summary of the Invention  
 - Brief Description of the Drawings *(if filed)*  
 - Detailed Description  
 - Claim(s)  
 - Abstract of the Disclosure
3.  Drawing(s) *(35 USC 113)* [Total Sheets 3]
4. Oath or Declaration [Total Pages 3]  
 a.  Newly executed (original or copy)  
 b.  Copy from a prior application (37 CFR 1.63(d)) *(for continuation/divisional with Box 17 completed)*  
*[Note Box 5 below]*  
 i.  DELETION OF INVENTOR(S)  
 Signed statement attached deleting Inventor(s) named in the prior application, see 37 CFR 1.63(d) and 1.33 (b).
5.  Incorporation By Reference *(usable if Box 4b is checked)*  
 The entire disclosure of the prior application, from which a copy of the oath or declaration is supplied under Box 4b, is considered as being a part of the disclosure of the accompanying application and is hereby incorporated by reference therein.
6.  Microfiche Computer Program *(Appendix)*
7.  Nucleotide and/or Amino Acid Sequence Submission  
*(if applicable, all necessary)*  
 a.  Computer Readable Copy  
 b.  Paper Copy *(identical to computer copy)*  
 c.  Statement verifying identity of above copies

- ACCOMPANYING APPLICATION PARTS
8.  Assignment Papers (cover sheet & document(s))
9.  37 CFR 3.73(b) Statement  Power of Attorney  
*(when there is an assignee)*
10.  English Translation Document *(if applicable)*
11.  Information Disclosure  Copies of IDS Statement (IDS)/PTO-1449 Citations
12.  Preliminary Amendment
13.  Return Receipt Postcard (MPEM 503)  
*(Should be specifically itemized)*
14.  Small Entity  Statement filed in prior application  
Statement(s) Status still proper and desired
15.  Certified Copy of Priority Document(s)  
*(if foreign Priority is claimed)*
16.  Other: Express Mail Certificate; and Request and Certificate Under 35 U.S.C. 122(b)(2)(B)(i).

17. If a CONTINUING APPLICATION, check appropriate box and supply the requisite information:  
 Continuation    Divisional    Continuation-in-part (CIP)   of prior application No: \_\_\_\_\_, filed: \_\_\_\_\_  
 prior application information: Examiner \_\_\_\_\_ Group/Art Unit \_\_\_\_\_

18. CORRESPONDENCE ADDRESS

Customer Number or Bar Code Label  or  Correspondence address below

NAME	Warren B. Kice			
	Haynes and Boone, LLP			
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	Suite 3100			
CITY	Dallas	STATE	TX	ZIP CODE
COUNTRY	USA	TELEPHONE	214-651-5634	FAX
Name (print/type)	Michael J. Balconi-Lamica		Registration No. (Attorney/Agent)	34,291
Signature			Date	12/12/00

a-107142

Page 1 of 2

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**ADDED PAGES FOR APPLICATION TRANSMITTAL WHERE BENEFIT OF  
PRIOR U.S. APPLICATION(S) CLAIMED**

**18. Relate Back**

- Amend the specification by inserting, before the first line, the following sentence:
- A. **35 U.S.C. § 119(e)**
- This application claims the benefit of U.S. Provisional Application(s) No(s):

**APPLICATION NO(S).:**

06/174,199

**FILING DATE**

12/31/99